

MEMORANDUM

2/22/2011

TO: Marc Hansen, County Attorney, Office of the County Attorney
Uma Ahluwalia, Director, Department of Health and Human Services
Patrick Lacefield, Director, Office of Public Information

FROM: Chris Cihlar, CountyStat Manager

SUBJECT: HHS/MC311

The following items were identified for follow-up during the 2/22/2011 CountyStat meeting:

Reengineer the existing business process for handling of Manna referrals to ensure greater efficiency and allow for the collection of operational data

Responsible parties: HHS
Other parties involved: PIO
Deadline: 4/15/2011

Work with the County Attorney to determine if there is a legal requirement to maintain a stand-alone immunization phone line even while the County does not currently offer immunization services

Responsible parties: HHS
Other parties involved: CAT
Deadline: 4/15/2011

Create an overarching strategy for modernizing HHS-related phone numbers that provide residents with greater access to County services through the creation of a streamlined list

Responsible parties: HHS
Other parties involved: none
Deadline: 4/15/2011

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer